

integraRental 29.0

Stronger Security, Smarter Tools, & Faster Operation

Updates beginning Monday, February 16, 2026

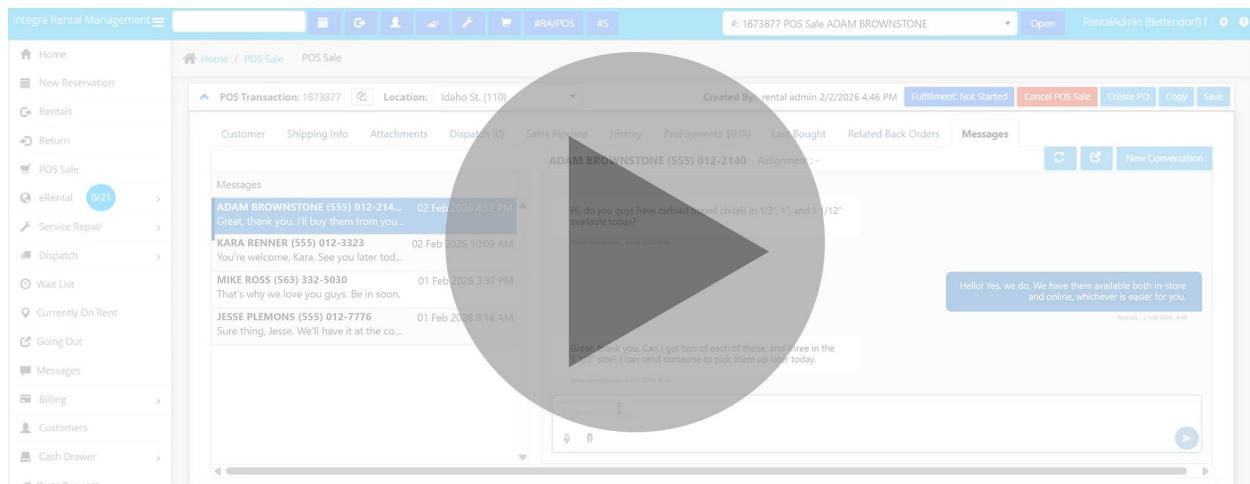
integraRental version 29.0 delivers new tools and enhancements focused on stronger control, faster workflows, and better communication across your business. This release introduces premium two-way texting, expands capabilities for selling used assets and managing rent-to-own agreements, and adds major mobile improvements for service, dispatch, and field teams. Updates to refunding, permissions, backorders, ERP job costing, and reporting further improve accuracy and day-to-day efficiency.

Brand New to integraRental 29.0

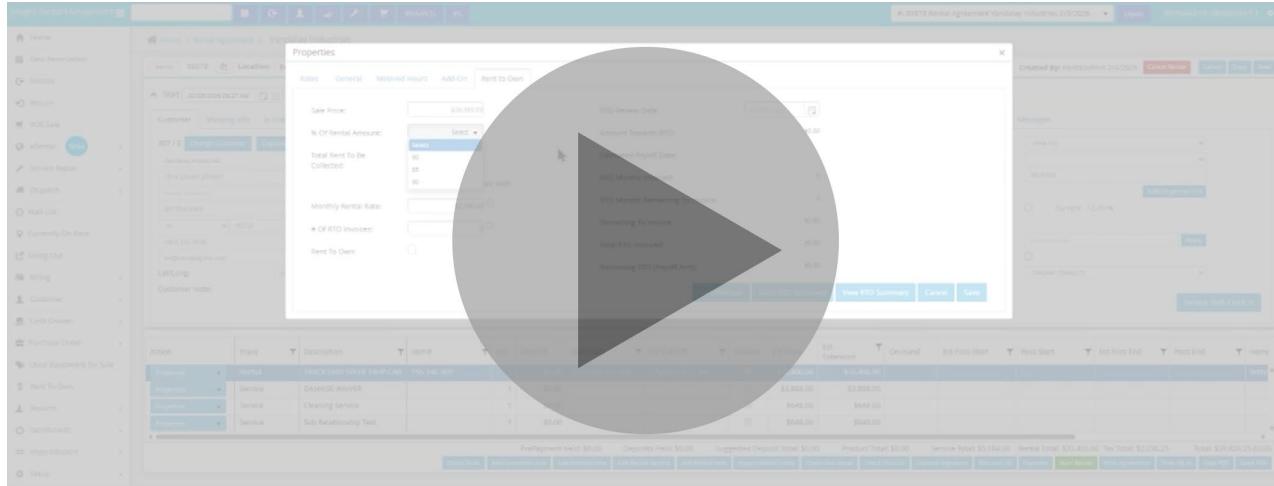
Two-Way Texting – integraRental now offers two-way texting as a premium add-on, with two supported experiences powered by Kenect and Twilio. With both integrations, users can send, receive, and manage text conversations directly from Rentals, Sales, and Service Ticket documents or from Customers and Contact details screens. Once two-way texting is turned on, all outbound text messages will go through your Twilio or Kenect subscription. Users can quickly turn new inbound text messages (leads) into new customers or contacts. Each integration will require the purchase of the two-way texting connector from integraSoft.

The Twilio integration is a basic two-way texting integration. It will require the separate purchase of a Twilio texting subscription and the setup of a dedicated phone number for inbound & outbound texting. This is a great solution for basic two-way texting for smaller, single location organizations. integraSoft can provide guidance and assistance to help you purchase what is needed from Twilio.

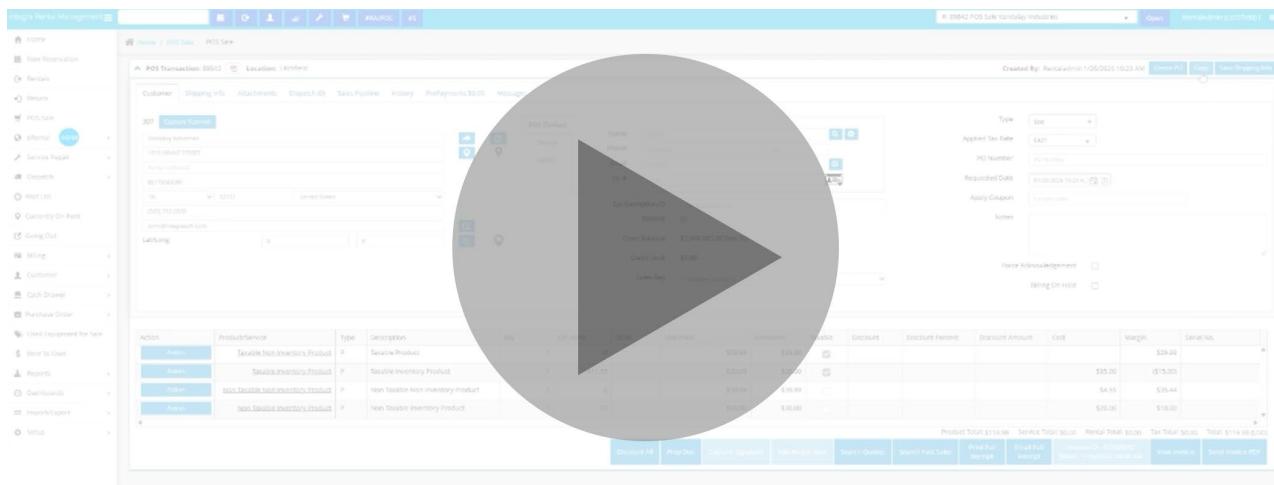
Kenect expands on basic two-way texting to include message notifications, message ownership and assignment to individuals or teams, and access through the Kenect web and Kenect mobile apps. Kenect also offers a "Chat Bot" for your website or eRental site that allows site visitors to initiate conversations with your organization through two-way text messaging. With Kenect, two-way text-based conversations can be location-specific, making it a great solution for multi-location organizations. integraSoft can provide guidance and assistance to help you purchase what is needed from Kenect.



Manage Rent-To-Own – Rent-to-own (RTO) processes have been improved to facilitate the identification of RTO items, calculation and management of pricing, and agreement statuses. Users will have access to a list of RTO assets which can be audited as needed, and buyers can be provided with info sheets which outline the details of their delayed purchase. View the below video for info and, if interested in utilizing this feature, contact your integraSoft support rep to have this app setting turned on.



POS Sale Refunds Made Easier – The POS Sale refund process has been greatly simplified by adding the “Refund” transaction type to the Copy Sale process. Users can now generate refund transactions for the necessary lines of previously closed POS Sales with higher efficiency and accuracy. View the video below to learn more.

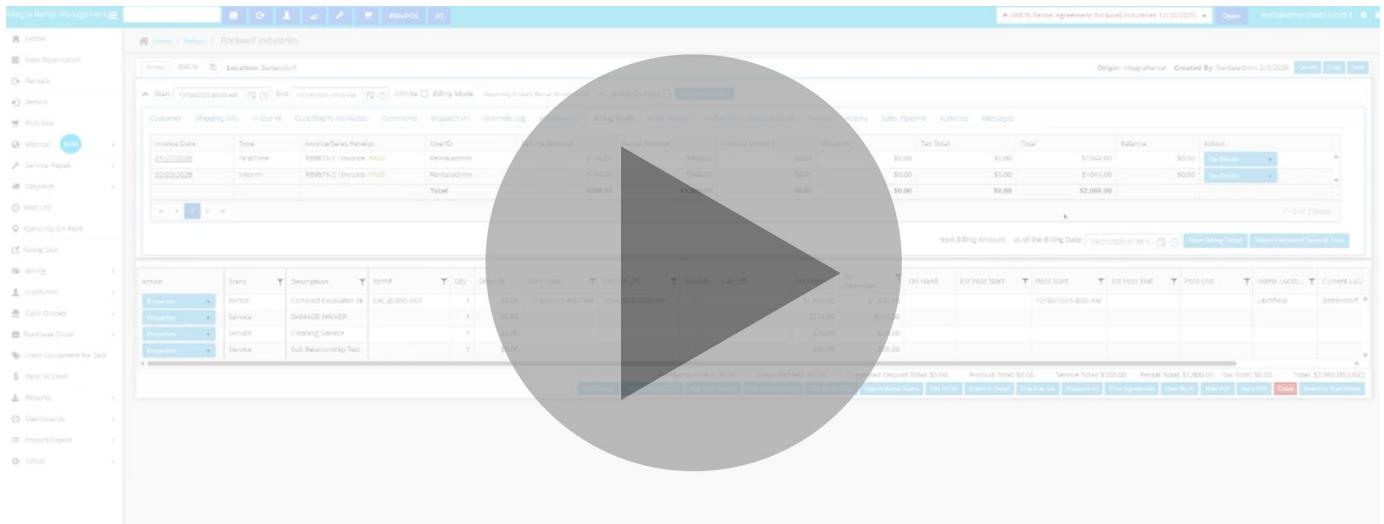


Multiple Enhancements to Damage Waiver & Fee Refunding – With the release of integraRental 29.0, it is now possible to refund damage waivers, taxes and other fees that have been previously billed on a rental agreement. This functionality has been expanded in three ways:

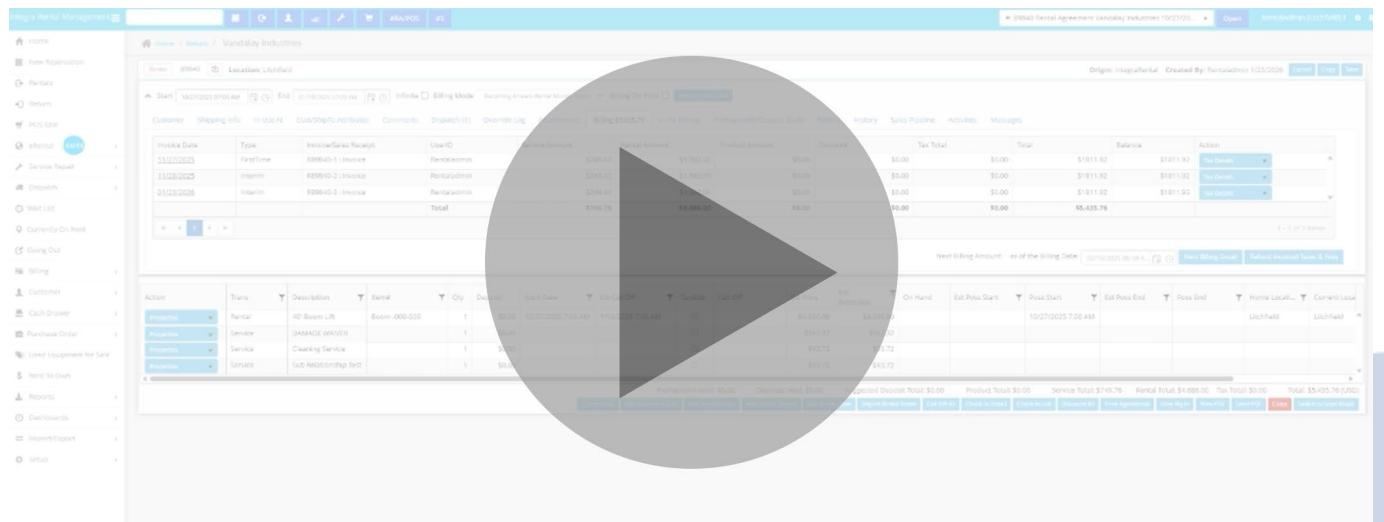
1. When refunding previous months' charges, users can select which months they want to provide refunds for, for each fee type. If a customer didn't have a certificate of insurance during their first month, but provided one in month two, users can refund month two and beyond only.

2. When refunding damage waivers, taxes or other fees, users can elect to generate the refund on an immediately generated credit transaction instead of waiting for the next billing cycle.

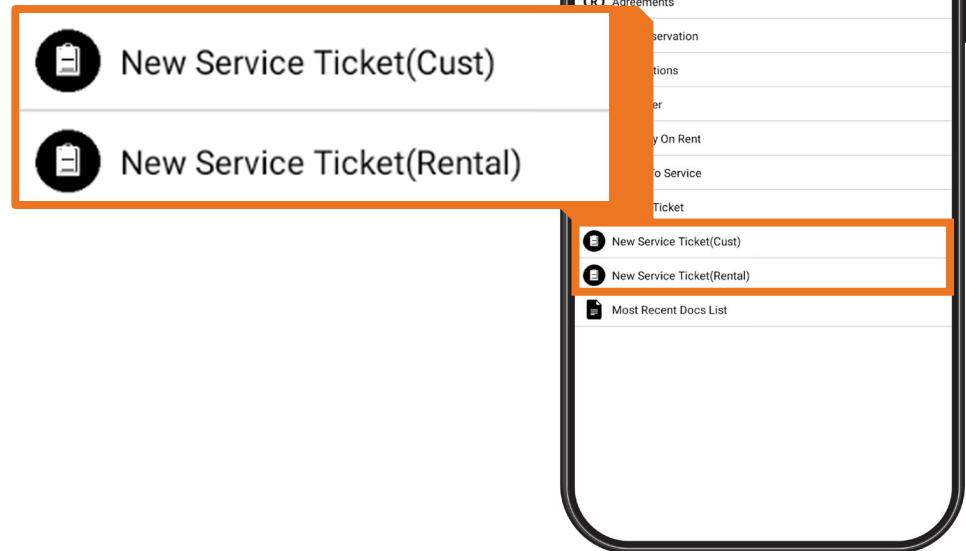
3. Users can simply stop the billing of the damage waiver, without providing a credit for previous billing periods. Watch the video below for more information on this expanded feature.



Enhancements to Tax & Service Fee Refund Feature – Users can now select specific invoices from which taxes and other fees need to be refunded, giving users the ability to control which billing periods should be affected. Watch the video below to see this feature in action.

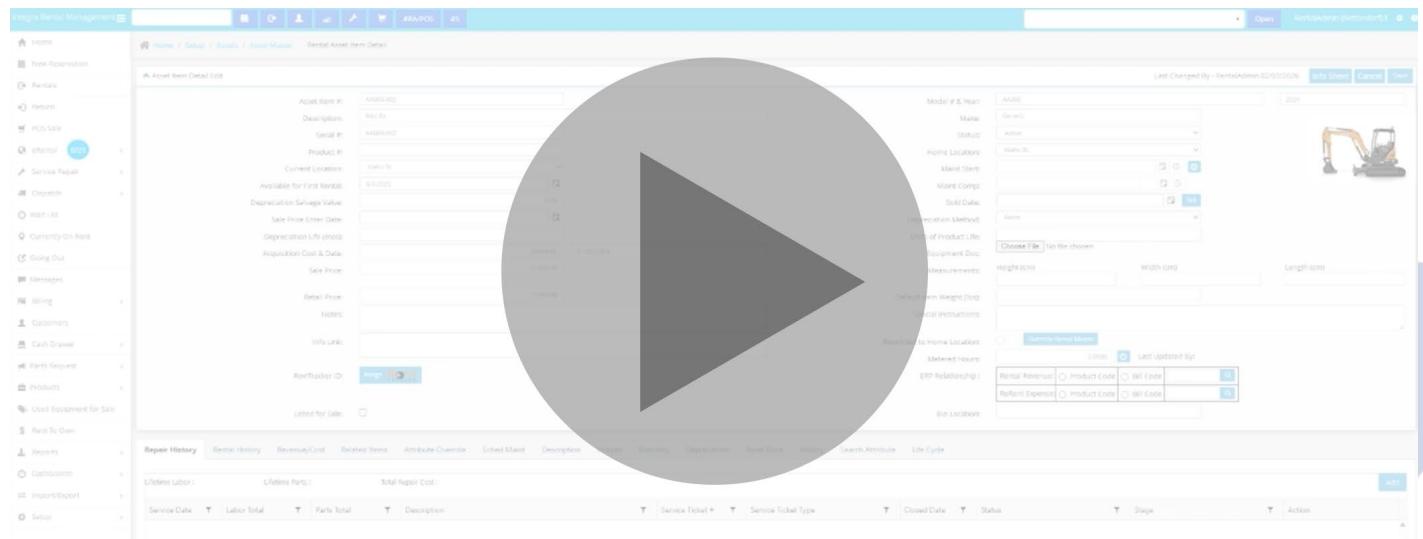


Create Service Ticket – Mobile – Users can now create net new internal and customer equipment service tickets directly from the integraRental mobile app. Users will have a similar experience to the web application when creating new tickets, including existing ticket notification and multiple customer equipment selection options.

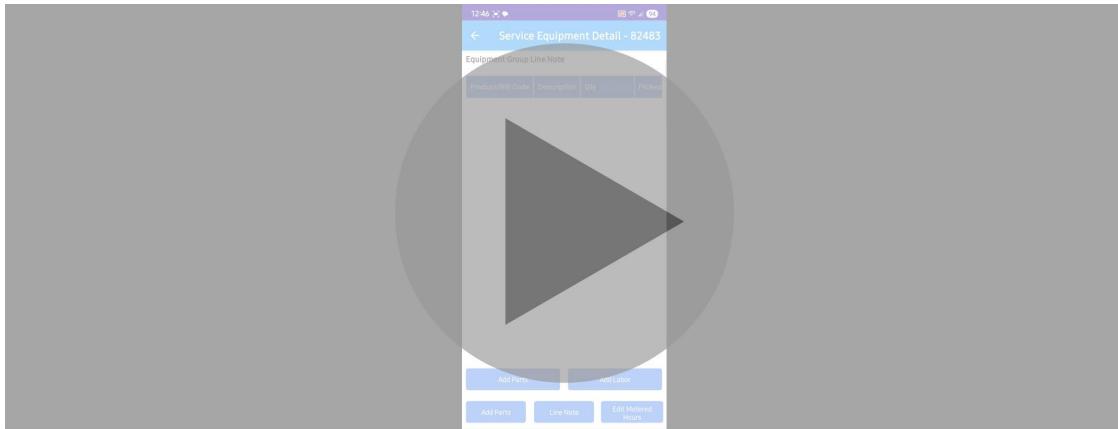


Feature Enhancements in integraRental 29.0

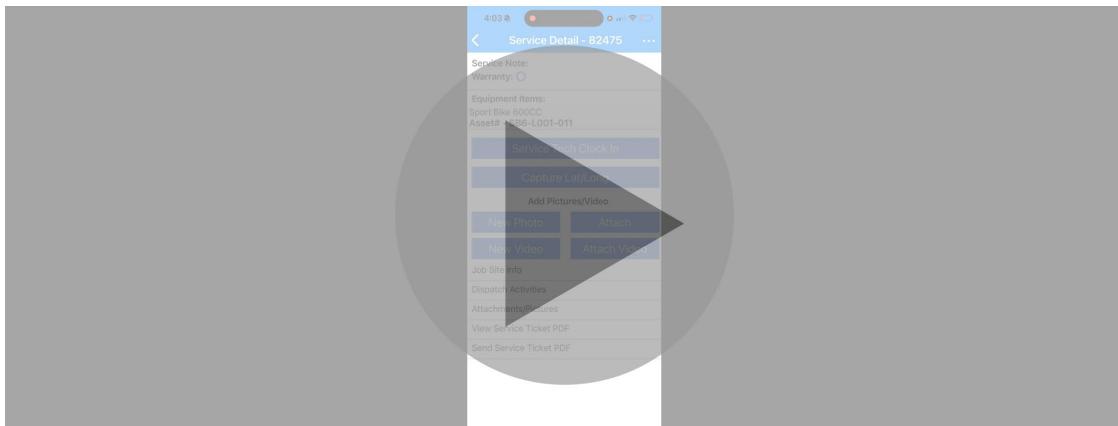
Selling Used Assets – We've made selling used assets easier by adding a checkbox to the rental asset detail which will indicate the asset for sale. In doing so, a list of for sale assets can be created which can then be sent to customers or uploaded to your eRental site, increasing visibility into which assets are marked for sale. Watch the video below to learn more about this new feature.



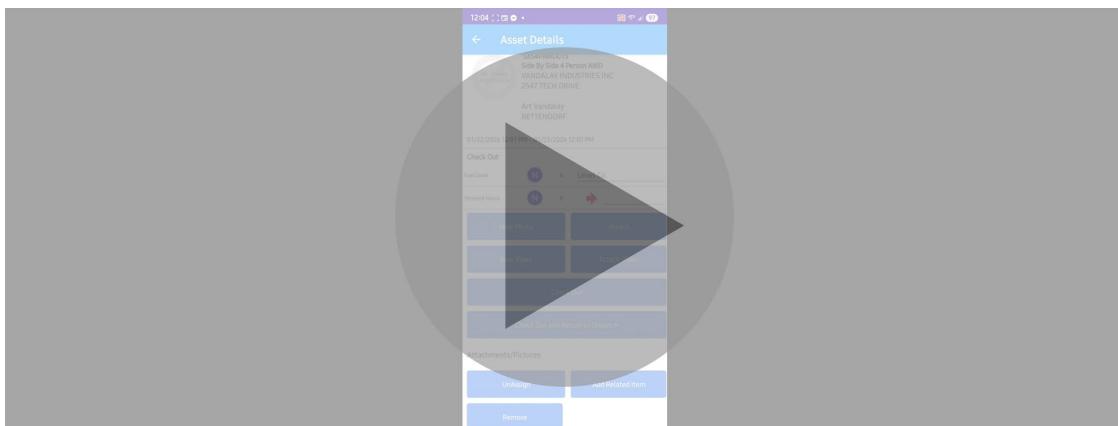
Update Metered Hours on Service Tickets from Mobile – Mobile users who have permission to update metered hours on assets will now have the ability to do so in the integraRental mobile app on all service ticket types, making it easier to track and update metered hours from the field. Watch the video below to learn more.



Service Ticket Clock In/Clock Out on Mobile – integraRental 29.0 has expanded the ability for mobile app users to “Clock In/Out” on Return To Service ticket types from the app, increasing the ways that your techs can keep work flowing, no matter where they’re working.

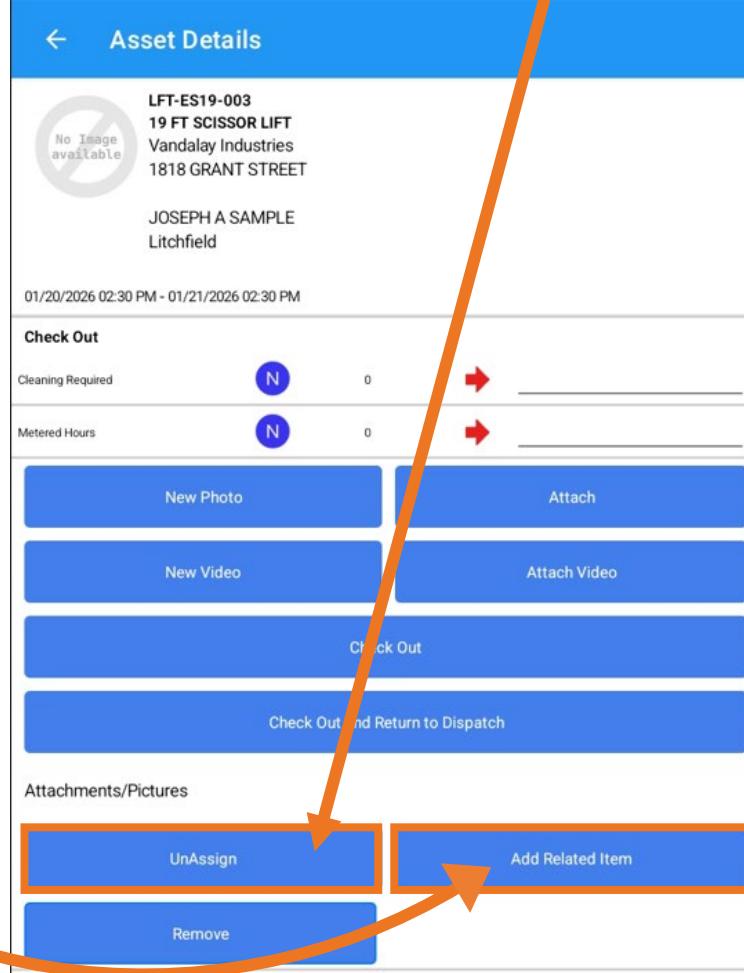


Unassign & Add Related Items from Mobile Dispatch – integraRental 29.0 will improve efficiency and accuracy with the ability to unassign a rental asset item and/or add a related asset item, all from the Dispatch Activity page. Refer to the video below for more information.

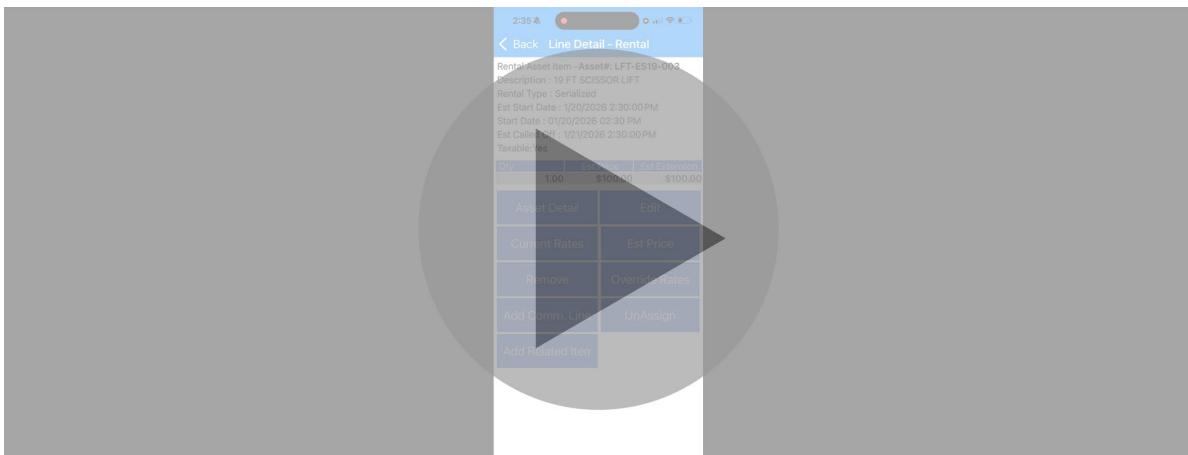


Unassign Asset Items During Dispatch – With the release of integraRental 29.0, mobile app users gain the ability to unassign a rental asset item designated for dispatch, allowing the user to reassign a new asset in its place, increasing yard efficiency and reducing the chance for costly errors.

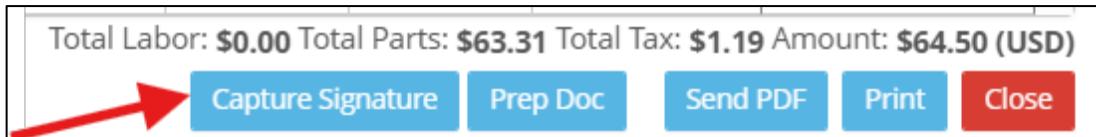
Add Related Item from Dispatch & Include Rented With Discounts –
Mobile app users can now see and select related rental items directly from the item detail and check out page of the mobile app, saving time and improving accuracy. Any discounts offered when related items are rented with parent items will also be honored when added from the mobile application.



Add Related Item via Mobile – Users can now see and add related rental items directly from the integraRental mobile app. If you're in the middle of a checkout and the customer decides they need an attachment, the additional item is now just a few easy clicks away. See the video below for more info.

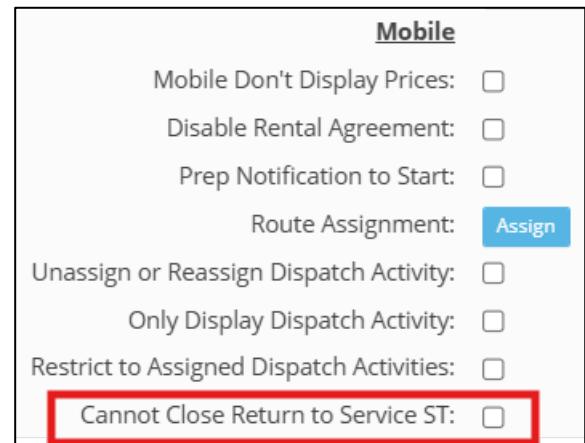


Capture Digital Signature on Service Tickets – A Capture Signature button has been added to Service Tickets to capture a digital copy of the customer's signature in the same way as Rentals and POS Sales, preventing the need to print and scan documents for digital storage purposes.



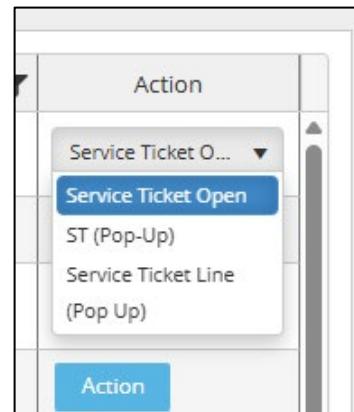
New Permission to Close Out Return To Service

Tickets – A new user permission has been added which controls which users can CLOSE the Service Ticket type called "Rental Check In/Out Activity", which is often referred to as a "Return to Service" ticket. Mobile users who do not have this permission can make edits to the ticket type but cannot close them out.



View Service Ticket Popup and Service Ticket Lines from Customer

Detail – Users can now view service ticket information in a pop-up window when viewing the customer detail page. This feature, similar to the rentals and POS sales tabs of the customer page, allows users to do research on service tickets without navigating away from the customer details page or opening a second browser tab.



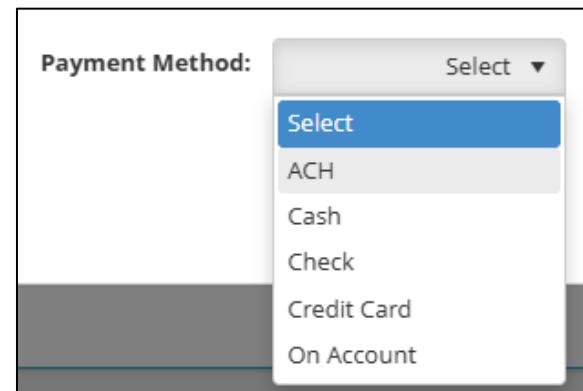
Signature & PrePayment Status Columns Added to POS Sale List – The POS Sale list found under the Billing tab of the main menu will now show the same signature capture and prepayment capture status columns that are shown on the Rentals & Return list views, giving users better insight into the status of their POS Sale process.

Signature Requested	Signature Captured	Most Recent PrePayment Requested Date	Most Recent PrePayment Received Date	Most Recent PrePayment Requested Amount	Most Recent PrePayment Received Amount
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integraERP Specific Features (Requires integraERP 3.07 or higher)

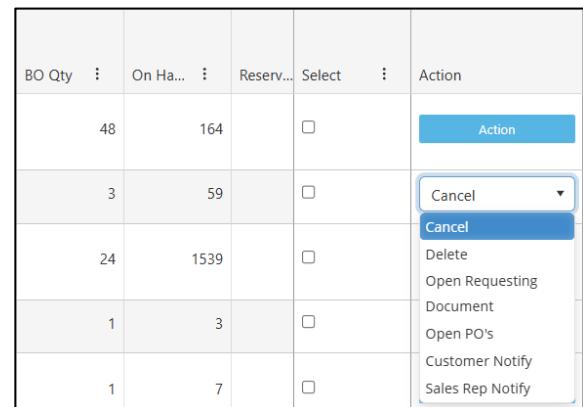
ACH Added to Payment Methods in Rental – ACH is now available as a payment method in integraRental for customers utilizing ACH with integraERP. This allows user to capture bank and routing information for a customer, save it in integraRental/ERP and then use it just like cash, check or credit card as a payment method in integraRental. ACH transactions are saved in integraERP and uploaded manually to the bank just like ERP ACH payroll or vendor payments.

To learn more about utilizing ACH with integraERP and integraRental contact your account manager to schedule some time with one of our consultants to review the features, workflows and to get the feature turned on.

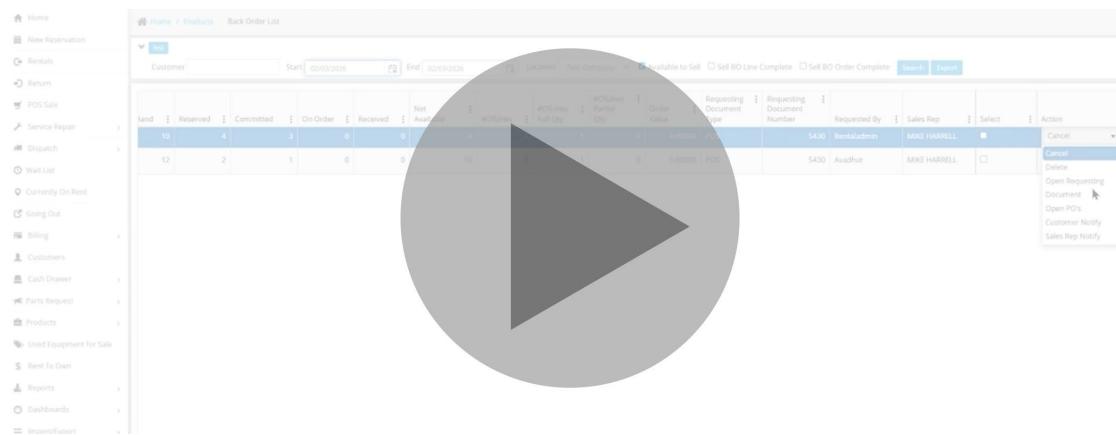


Back Order Action Menu Enhancements –

The Back Order list action menu now includes options to notify customers or sales reps when backordered items can be fulfilled, streamlining sales processes. Emails will be sent to the appropriate party using two new email templates found under Setup, Settings, Default Terms & Email. Additional enhancements provide one-click access to related open purchase orders and the requesting document, improving visibility and speeding fulfillment decisions.



Back Order Lines Fulfillment Enhancements – The ability to view and take action on backordered lines has been improved with the release of integraRental 29.0. Users can now view products based on Line Complete or Order Complete, can utilize new notification options to advise customers and sales reps, and can now use new options when adding backordered lines to new or existing sales orders. These features provide greatly increased visibility and flexibility when completing backorders. For further information, watch the video below.



Product Sales by Customer List View – This new view in integraRental provides a global view of past product purchases across the entire customer base, listed by product number and purchasing customer. Users can sort, filter, save, and export this data to analyze buying patterns, support purchasing decisions, and inform marketing efforts. This provides similar information that was previously only available in ERP or as a product is added to a sale in integraRental.

Job Cost Integration with integraRental – When work is awarded at a fixed price, controlling and tracking labor, equipment, and material costs is critical to job profitability. ERP users leveraging Job Costing can now search for and assign ERP jobs directly to Rentals, POS Sales, and Service Tickets within integraRental. This ensures labor, equipment, and material costs are accurately captured and billed across both systems and eliminates the need for double entry of any job expenses.

For users interested in centralizing job budgets and expenses in one system, gaining clear visibility into their true job costs, contact your integraSoft support rep and have the app setting turned on.

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